



Agency Administrator Goals for 2017-18

- **Utilize balanced scorecard to monitor organizational performance.** (Performance Excellence Targets #1 Leadership, #3 Customer Focus, #4 Measurement, Analysis, and Knowledge Management, #5 Workforce Focus, #7 Results)
- **Complete review and revisions to Board of Control policy manual.** (Performance Excellence Targets #1 Leadership, #4 Measurement, Analysis, and Knowledge Management, #5 Workforce Focus, #6 Operations Focus)
- **Review and revise Employee Handbook.** (Performance Excellence Targets #1 Leadership, #4 Measurement, Analysis, and Knowledge Management, #5 Workforce Focus, #6 Operations Focus)